

Introduction to the Value, Success, and Performance Measurements of Knowledge, Innovation, and Entrepreneurial Systems Minitrack

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Research into knowledge systems, knowledge management (KM), organizational memories, and organizational learning has been affected by investigations such as implementation aspects, system developments, or knowledge flows during a number of years. Therefore, a high maturity level of KM research has been achieved. However, organizational knowledge/KM initiatives are more and more faced with budget cuts and justification demands due to intense competition in today's business environments. The influences of the rapid pace of globalization and of the ongoing liberalization of national and international markets lead to the emergence of increased pressure on existing companies. Project managers of knowledge/KM initiatives like Chief Knowledge Officers need to justify their budgets and, thus, are in need of qualitative and quantitative evidence of the initiatives' success. In addition, ROI calculations and traditional accounting approaches do not tell an adequate story when proposing knowledge-based initiatives.

This minitrack explores research into strategies, methodologies, and stories that relate to measuring this success. In addition, this minitrack is used to explore the bodies of performance measurements that define the current state of research in measuring knowledge system, KM, organizational memory, and organizational learning success. Eventually, another purpose of this minitrack is to present research on how to value knowledge-based initiatives. Three papers are presented:

The first paper "Research on the Influential Indicators and Measurements of Mediating and Moderating Roles on the Performance of SMEs by Industrial Sectors" is co-authored by Seok-Soo Kim and Hyoung-Yong Lee. In their paper, the key research finding is that it has verified the key elements of performance improvement and presented a solution to the research question, "Is there a causal relationship between the effect on SMEs' success on capacity and business performance?" They analyzed whether the competence of SMEs had a mediating effect between success variables and performance. Secondary effects were empirically analyzed by converting independent variables to Higher-Order Component (HOC). The 2nd order variable of management influenced financial, non-

financial, and technical performance, and the 2nd order variable of technology influenced technical performance. Demographic variables were introduced as moderating variables for performance, and gender and years of the establishment had significant moderating effects on technical and non-financial performance.

The second paper "Identifying Critical Success Factors for the Implementation of a Social Knowledge Management in the Public Sector" is authored by Timo Hammerl. In the current era of social media, new possibilities exist for enhancing knowledge management (KM) via collaboration and interaction facilitation. With a model for successfully implementing a social KM system at hand, the author matches critical success factors from the areas of KM, enterprise social networks, and online social networks to technological, organizational, social and individual dimensions which form the so-called TOSI framework via the design science research approach. Resulting in the adaption of a framework for a KM context. The applicability of the adapted framework is demonstrated by using it for the implementation process of a wiki at a public sector organization.

The third paper "Using Knowledge Management to Leverage Fusion Centers to Assess Regional Threats" is co-authored by Logan Willman, Murray Jennex, Eric Fost, and John Persano. While data fusion centers have been around since the 9/11 terrorist attacks they have been considered as underperforming. Products from fusion centers often do not support the mission of the organizations supporting the centers. This paper addresses the questions of what are the historical barriers to information sharing, and how fusion centers can become more efficient and effective in this role? The research and experience of the authors are viewed through a KM lens and propose using Structured Analytic Technique exercises coupled with applying KM tools and concepts to improve knowledge flow and the relevance and quality of the intelligence products produced.

The minitrack co-chairs want to thank authors and reviewers for their work in making this minitrack a success and we look forward to continue building this research community in the coming years.